



**MINUTES OF
SENTINEL TENANTS' AND RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S BASINGSTOKE OFFICE
ON TUESDAY 26 MAY 2009**

Present: Tony Mitchell Bill Hall Brian Sanders (Chair)
Dawn Moors Dick Wylie George Herbert
Helen Parry Molly Parrett Kathy Hine
Marion Witts

Absent: Val Bagnall Kari Tourle Isla Sutherland
Arthur Williams

In Attendance: Carole Ranson (Minutes) Richard Pilbeam

Distribution: Those Present / In Attendance Neighbourhood Managers

1. Apologies for Absence

1.1 Apologies were received from Val Bagnall, Kari Tourle, Isla Sutherland and Arthur Williams.

Action

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2. Minutes of Meeting held on 28.04.2009

2.1 The Minutes of the Meeting held on 28 April 2009 were agreed as a true and accurate copy.

3. Matters Arising

3.1 Page 2 - 5.1 Sentinel Tenant Board Election of Candidates – Richard advised that they have organised for Kathy and Dawn to have Interview Training.

Action

- 3.2 Page 3 – 7.1 Short Notice Inspections (SNI) – Richard hoped that everyone benefited from the training from Paul Ryrie, Interim Housing Director of First Wessex. Brian advised that not many people attended the session and Dawn explained that she was not aware of the training. Brian asked how it would work about members of STARA being interviewed – what sort of notice would they be provided with. Richard advised he will find out for them. Richard
- 3.3 Page 3 – 8.1 Budgets – Richard advised that Kari Tourle will be bringing the budgets to the June STARA meeting. Info
- 3.4 Page 3 – 8.2 Budgets – Brian advised that line 4 and 5 is repeated from line 3. Info
- 3.5 Page 4 – 9.2 – Dawn advised that she has checked with Bridget and will be attending the Equality and Diversity Training on 11.06.09. Info
- 3.6 Page 5 – 9.11 – Dick advised that Sentinel have been notified by our Solicitors to stop providing tenants with free Mould Kits. Carole confirmed that Sentinel will continue to arrange inspections for Maintenance Surveyors if tenants advise of a mould problem. Info
- 3.7 Page 5 – 9.13 – Richard advised that everyone should have received a copy of the Complaints and Compliments Report with their minutes. Richard asked how the suggestion of using smiley faces would be interpreted. Brian explained that the Focus Group have not yet met up to discuss the suggestions in more detail.
- Post Meeting Note:** Focus Group to meet on 16.06.09 at 2.30 p.m. Info
4. **Treasurer's Report**
- 4.1 George advised that he has a meeting tomorrow with the Finance Director to ask for another £200 for the accounts as he keeps receiving large expense claim forms.
- Post Meeting Note:** Finance have agreed to increase the account balance to £500 from £300. Info
- 4.2 Helen and Brian asked if everyone should be claiming their expenses on a monthly basis. George advised that he is happy with the current procedure. Info
5. **STARA Constitution**
- 5.1 Brian advised that some people have made some comments regarding the STARA Constitution and advised that it is a good time now to have another look at the Constitution ready for the next AGM. Brian asked everyone if they would like another meeting for all of STARA to attend and discuss or carry out a smaller focus group which could look at everyone's comments and discuss. Everyone agreed for a small focus group to be set up. Tony, Dick, Marion, George and Brian volunteered. Richard to arrange the meeting. Richard asked for any other comments to be provided to himself or Brian by the end of next week.
- Post Meeting Note:** Meeting organised for 17.06.09 between 2pm and 5pm at the Basingstoke Office. Info

Action

5.2 Dawn advised that 15.6 of the Constitution raises an issue regarding STARA expenditure. Brian asked Dawn to put her query in writing to himself or Richard by the end of next week.

Dawn

6. Annual Complaints Report

6.1 Richard advised Sentinel has taken on board the comments raised by STARA and explained that Tammy Roux is working on making the document more user friendly. Richard to arrange a meeting in a couple of weeks time for the focus group to discuss in more detail. Everyone agreed for Miriam Morris to be invited to the focus group.

Post Meeting Note: Meeting organised for 16.06.09 between 2.30pm and 3.30pm at the Basingstoke office.

Info

7. STARA / Panel Publicity

7.1 Brian advised that the progress that they have made is going a little bit slow but it is progressive and accurate. Brian confirmed that the Welcome letter will be provided to all new tenants in their Sign Up pack. Also Brian would like some of these letters available at Sentinel events to provide to previous tenants that would not have received the welcome letter at Sign Up.

Info

7.2 Welcome Letter - Everyone agreed on STARA and Sentinel on the same line with 'Working Together' underneath in the middle and the STARS on the banner should be Green and Yellow.

Post Meeting Note: Tony has amended the document and it has been forwarded to Kari and Val for their comments.

Info

7.3 Brian advised that they would also like to create a Customer Information Sheet which he has been having difficulties writing. Brian has asked for the Focus Group currently looking at the STARA Publicity to meet up and discuss the document. Brian to arrange meeting.

Post Meeting Note: Meeting organised for 04.06.09 between 12 noon and 1.30pm at the Basingstoke office.

Info

7.4 Kathy asked if Private Owners would be able to join in meetings such as STARA as some friends of hers were encouraged to set up a Resident's Association in the area they live in. Everyone agreed that they believed that only Tenants or Leaseholders should be allowed to be involved. Dick advised that this is why he disagrees with the word Resident being used instead of Tenant and Leaseholder. Discussions were had and everyone agreed that meetings such as STARA and the Neighbourhood Panels should only be open to Sentinel Tenants and Leaseholders.

Info

7.5 Richard explained that a Popley Poets residents associations is being looked at in partnership with Basingstoke and Deane hence Sentinel were looking at it maybe being a group which the whole community can be involved in.

Info

8. Any Other Business

8.1 Dick advised that he attended a 2 day conference on Tenant Inspections which was very good.

Info

Action

- 8.2 Dick also advised that he and Brian attended a meeting to look at setting up a Hampshire and District Resident's Forum and it was agreed that the Housing Association hosting the meeting would chair the next meeting. Brian confirmed there is also a meeting on Friday 26 June to discuss Tenant Inspectors. Info
- 8.3 Dawn asked if there was any news regarding people going up to the TPAS Annual Conference. Richard advised that he will be looking at this tomorrow morning and asked if everyone was aware of what was involved in the Annual Conference? Info
- 8.4 Dawn apologised for interacting without going through the chair but feels there are other people who also do the same thing. Info
- 8.5 STARA Board Report – Richard advised that he is aware that STARA is planning to do a Board Report for the July meeting. Kathy felt that everyone should take it in turns in writing the Board Report. It was agreed that Dick and Brian will produce the report for July, which will concentrate on the publicity which STARA has produced. Richard will forward the board template to Dick. Brian / Dick / Richard
- 8.6 Interviews – Kathy asked if there was an update regarding Tenant Representatives and Board Members taking part in interviewing front line staff. Dick suggested having a group of Tenant Representatives and Board Members trained in interviewing staff that can be called upon when required. Kathy asked for the issue to be raised on the STARA board paper. Info
- 8.7 Incidents – Brian asked if anyone has any issues that STARA members would like him to put forward to Sentinel in a form of a letter which Sentinel will then respond to STARA in writing to let him know. Info
- 8.8 Next Meeting – Brian has invited Charles and Martin to attend the next meeting to look at what STARA has achieved. Info
- 8.9 Dick provided details of the 'What we are Proud of Awards 2009' and 'TAROE' events that would be happening this year for STARA members to have a look at. Info
- Post Meeting Note:** Dawn and Kathy advised that they would like to attend the What We Are Proud of Awards 2009. Info
- 9. Date of Next Meeting**
- 9.1 The date of STARA's next monthly meeting is scheduled for Tuesday 23 June 2009 at 7.00 p.m. in Sentinel's Fleet Office. This June Meeting will be an Open Meeting. Info
- 9.2 There being no further business, the meeting closed at 8.20 p.m. Info